

**MEDICAL SERVICES:**

**New Patients:**

- With proof of Income—patients will be asked to pay a minimum fee of \$15 at the time you check-in for your visit.
- Without proof of income—patients will be required to pay a minimum fee of \$50 at the time you check-in for your visit.
- The balance of the visit will be collected at check out unless previous arrangements have been made prior to today’s visit.

**Established Patients:**

- Established Sliding Scale A—D patients will be asked to pay a minimum fee of \$15 at the time you check-in for your visit.
- Established Sliding Scale E patients will be asked to pay a minimum fee of \$50 at the time you check-in for your visit.
- The balance of the visit will be collected at check out unless previous arrangements have been made prior to today’s visit.

**DENTAL SERVICES:**

**New/Emergency Patients:**

- With proof of Income—patients will be asked to pay a minimum fee of \$20 at the time you check in for your visit.
- Without proof of income—patients will be required to pay a minimum fee of \$50 at the time of check-in for your visit.
- The balance of the visit will be collected at check out unless previous arrangements have been made prior to today’s visit

**Established Patients:**

- Established Sliding Scale A—D patients will be asked to pay a minimum fee of \$20 at the time you check in for your visit.
- Established Sliding Scale E patients will be asked to pay a minimum fee of \$50 at the time you check-in for your visit.
- The balance of the visit will be collected at check out unless previous arrangements have been made prior to today’s visit.
- A number of dental procedures require additional pre-payment please see our Dental Staff for details.

*The mission of Community Health Centers, Inc. is “to provide quality and compassionate primary and preventative medical, dental and pharmaceutical services to Central Florida’s economically and culturally diverse communities”.*

**Locations**

Corporate Office	407-905.8827
Apopka Family Health Center	407-886.6201
Apopka Children’s Health Center	407-886-6201
Apopka Dental	407-886-9569
Apopka Pharmacy	407-886-6201
Winter Garden Family Health Center	407-877-4340
Winter Garden Children’s Health Center	407-877-4350
Winter Garden Dental	407-877-4310
Winter Garden Pharmacy	407-877-4301
Pine Hills Family Health Center	407-209-3202
Pine Hills Dental	407-209-3304
Pine Hills Pharmacy	407-209-3303
Eatonville Family Health Center	407-645-3989
Eatonville Dental	407-645-3959
Lake Ellenor Dental	407-956-4660
Leesburg Community Health Center	352-360-0490
South Lake Family Health Center	352-429-4104
South Lake Dental	352-429-2060
South Lake Pharmacy	352-429-4104
Zellwood Family Health Center	352-735-2255



**Sliding Fee Program Eligibility Guide**



(November, 2007)

**Quality Care at reduced fees based on Family Income**

## What is a Sliding Fee Program?



Community Health Centers, Inc. (CHC) has established a program that reduces fees charged to patients based on their income and family size. The categories we use are based on percentages of “Poverty Level” as annually determined by the federal government. Patient fees may be in the form of a stated minimum fee or as a percentage of our full pay charges. Insured patients may also benefit by establishing eligibility for this Plan as **insurance deductibles and co-payments may also be subject to reduction.**

## How can Community Health Centers offer discounts on services?

CHC can offer a Sliding Scale Plan that reduces fees for qualified patients because we are supported in part through federal, state and local government grants and contracts and through the generous support from a number of local charitable organizations. This support **does not** cover the full cost of the services we provide and patient payments are vital to our continuing ability to provide your care.

CHC is classified as a “federally qualified health center” and is accredited by The Joint Commission\*.

(\*The Joint Commission accredits more than 15,000 health care organizations in the United States and is the predominant standards-setting and accrediting body in health care. **Joint Commission accreditation “is recognized nationwide as a symbol of quality. . .”**)

## Do I qualify?

Every program has requirements and CHC’s Sliding Fee Program is no different. The Federal government and other funding agencies require that we obtain specific information prior to establishing a sliding fee level.

Sliding fee determinations are not made until the necessary documentation is provided. The following information will help you identify what you need to provide in order to participate in the Sliding Fee Program.

## What information must I bring?

- Pay stubs representing last 4 weeks of income
- Completed Employment Verification Form
- Unemployment compensation—representing last 4 weeks of income
- Workers Compensation—representing last 4 weeks of income
- Disability or SSI Benefits Letter
- Social Security Income
- Documentation from a local, state or Federal Agency
- Letter of Support from Charitable Organization
- Last year’s income tax return including W-2 or 1099 (only if Self-Employed)

Without Proof Of Income, we will not be able to determine your sliding fee eligibility and you will be classified as a full pay patient.

CHC is also pleased to accept traditional Medicare, Medicaid, HMO Medicaid and Medipass. CHC may accept your Medicare/Medicaid HMO or commercial insurance plan. Please see our staff for details regarding our plan participation. Please remember that by establishing eligibility for this Sliding Fee Program, you may save additional dollars as insurance deductibles and co-payments may also be subject to reduction.

## Payment for Services

Our policy is to collect the minimum fee when you check-in for your visit. Any additional charges will be collected at check-out.

Please have your minimum fee with you to avoid delays. For your convenience, we will accept Cash, Checks, Visa, MasterCard, Discover or Debit Cards.

If you require a payment agreement, please see the Financial Counselor **before** your appointment.



## Services Provided

- ◆ Family Practice
- ◆ Pediatrics
- ◆ Internal Medicine
- ◆ Obstetrics/Gynecology
- ◆ Family Planning
- ◆ Dentistry
- ◆ Pharmacy
- ◆ Laboratory
- ◆ X-ray
- ◆ Case Management
- ◆ Health Education